

EXPRESS MAIL NO. EL029404315US

PATENT
Attorney Docket No. 01-4006**ABSTRACT OF THE DISCLOSURE**

[0277] An apparatus for logging events that occur during a call to a call center includes an analysis unit and a memory unit. The analysis unit analyzes a recording of a complete call to the call center. The memory unit automatically records, in an event log, information about events that occurred during an interaction between the caller and an interactive voice response (IVR) program of an IVR system of the call center. The analysis unit is programmed with the IVR program's call flow, such that all possible paths the caller may take while interacting with the IVR program are known by the analysis unit. The event log logs events in sequential order and includes data on at least one of the following: a prompt made by the IVR system to the caller, a touch-tone entry made by the caller in response to the prompt, a verbal answer spoken by the caller in response to the prompt, a period of silence, termination of the call by the caller, and transfer of the call to a live agent.